

SAP Implementation and Support - Leading Telecom Company



This SAP implementation and support engagement for Finance and HCM modules involved a fully outsourced and vendor-hosted payroll and self-service portal in multiple countries



Client

Leading ANZ-based Telecom Company operating in more than 15 countries with 90,000+ employees

Objective

- Provide consistent Application support across a large SAP portfolio
- Consolidate SAP support vendors
- Full outsource HCM and Payroll systems to reduce TCO
- Achieve audit, security and statutory compliance
- Adopt and Implement an optimal change management process
- Consolidate business processes and template rollouts to other countries
- Adopt Agile methodology
- Simplify timesheet request process with an easy to use self-service solution and multi-device approval tool for quicker timesheet approvals



Transformation Achieved

- Transitioned from a highly customized , public sector and client-owned system to an outsourced, near standard SAP solution
- Delivered more than 60% of development from an offshore delivery center
- Consolidated change management and business processes to enable a template rollout approach to subsidiaries



Benefits

- 99.5%+ accuracy in the first pay run (far superior to the performance of 10 year old legacy system)
- Significant consolidation of highly complex integration landscape (90+ interfaces consolidated to 40)
- Addition of new HCM functionalities (Resourcing and Employee Interaction Center)
- Standard business HR templates for rollouts to subsidiaries across countries
- Consultancy provided in HR & Payroll strategy, leveraging our deep HCM expertise and understanding of customer business process
- Implementation of new age technologies – FIORI, mobility /cloud integration, HANA Migration
- 100% UI Compatibility and 38% improvement in average approval cycle time
- Predictable deployment in 3 weeks